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Transmit Patent Application of:
JUDKINS ET AL.

Serial No. 09/513,784

Art Unit: 2748

Filing Date: February 25, 2000

Attorney Docket No.:
24348

For: INTEGRATED ACD AND IVR
SCRIPTING FOR CALL CENTER
TRACKING OF CALLS

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NOTICE OF CHANGE OF CORRESPONDENCE ADDRESS

Assistant Commissioner for Patents
Washington, D.C. 20231

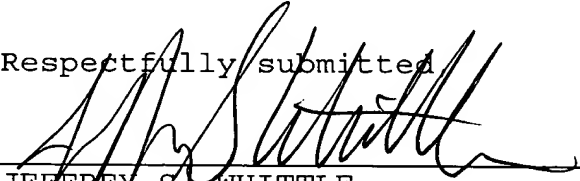
Sir:

Please mark your records that all future
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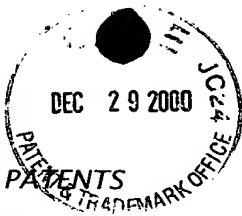
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CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail in an envelope addressed to: ASSISTANT COMMISSIONER FOR PATENTS, WASHINGTON, D.C. 20231, on this 15th day of December, 2000.

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Transmitted herewith for filing in the patent application of:

Inventors: JUDKINS ET AL.

For: INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS

Serial No.: 09/513,784

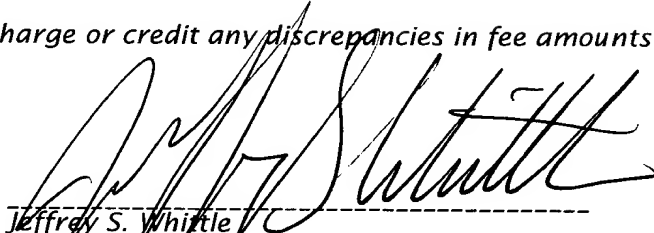
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Enclosed are:

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